



# Parts Exchange Service

## Care Pack, part of HP Care

### Service benefits

This service provides the following benefits:

- Ready access to HP replacement parts for a broad range of products
- Potential money savings by using replacement parts
- Reduced downtime with the advance exchange feature, enabling replacement parts to be shipped before you return the defective part
- Worldwide HP repair and distribution capabilities to address your global maintenance needs

### Service feature highlights

- Parts exchange
- Advance exchange
- Coverage window
- Delivery time

Parts Exchange Service exchanges defective HP parts with replacement parts at the current revision level available from HP inventory. This service is designed for self-maintainers who participate in hardware maintenance activities on products supported by HP Self-Maintainer Programs.

Parts Exchange Service provides replacement parts that are either shipped to your location in advance of, or following your return of, defective parts to HP. The service includes shipping charges for standard delivery, with options available for predetermined time and place of delivery and return pickup by HP.

## Specifications

**Table 1.** Service features

| Feature                 | Delivery specifications   |
|-------------------------|---|
| <b>Parts exchange</b>   | HP will exchange defective parts for working replacement parts of HP products. Replaced parts will be at the current revision level available within HP inventory.  |
| <b>Advance exchange</b> | <p>HP will confirm with the Customer, prior to the close of standard business hours, that the ordered part will ship in advance of HP's receipt of the defective part, within a specific period of time determined by HP. The Customer must return the defective part within the time specified by HP, which must not be greater than 30 days after shipment by HP of the replacement part. The replaced product becomes the property of HP. For any part not returned within the specified time period, the Customer will be billed at full country list price.</p> <p>HP will assume all risk of loss or damage to parts in transit to the Customer. The Customer assumes all risk of loss of parts returned to HP. HP will pay the cost of shipping replacement parts to and from the Customer's location, within the country of purchase.</p> |
| <b>Coverage window</b>  | Parts exchange ordering is available 24 hours a day using the HP Channel Services Network (CSN) or HP Global Channel Services Network (GCSN). Telephone order access is available 9 hours a day between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays.  |
| <b>Delivery time</b>    | HP will use commercially reasonable efforts to ship eligible parts within one business day of receipt and acceptance of the Customer's order. Orders must be received and accepted prior to 5:00 p.m. local time for next-business-day delivery.  |

**Table 2.** Optional service features

| <b>Feature</b>  | <b>Delivery specifications</b>   |
|---|--|
| <b>Pickup by HP</b>   | An HP authorised courier will, optionally at the Customer's request, pick up the defective part at the Customer's site for a designated courier event fee. This will occur at the time of delivery of the replacement part or within the following 15 business days. The courier fee will be set by HP.  |
| <b>Defective media retention</b>  | For eligible products, this service feature option allows the Customer to retain defective hard disk or eligible SSD/Flash drives that the Customer does not want to relinquish due to sensitive data contained within the disk ('Disk or SSD/Flash Drive') covered under this service. All Disk or eligible SSD/Flash Drives on a covered system must participate in the defective media retention service feature. Notwithstanding anything to the contrary in this document or HP's current standard sales terms, HP waives the right to take possession and title of a defective Disk or SSD/Flash Drive covered by the defective media retention service feature option in the event that a replacement product is delivered by HP to the Customer. The Customer will retain all defective Disk or SSD/Flash Drives supported by HP under the HP support agreement and the Customer remains fully responsible for the protection and privacy of the data residing on the defective Disk or SSD/Flash Drive. |
| <b>Emergency response time with predetermined time and place delivery</b> | For an optional event fee, HP will provide an emergency response time with delivery of the part at a predetermined time and place. If HP fails to deliver the part within the predetermined time and to the predetermined place, the emergency event fee will be waived and this will constitute the Customer's sole and exclusive recourse.<br><br>The emergency fee will be determined by HP and will be a flat fee regardless of the product type.  |

## Coverage

Parts Exchange Service provides coverage for selected HP commercial hardware products, which may include:

- Intel® processor-based servers, desktops and portable computers
- Printing and imaging products

Check with a local HP sales office or HP reseller for detailed information on HP hardware product coverage.

## Customer responsibilities

The Customer will:

- Properly package parts sent to HP; all packages must reference the Parts Exchange Service return account number; packages without the appropriate account number may be subject to receipt and acceptance delays and may be subject to applicable late return fees
- Return eligible parts to HP within 30 days of shipment by HP for any advance exchange, or pay full country list price for the parts
- Issue HP a funding authorisation (purchase order) for per-event charges, or prepay per-event fees by way of credit card; the funding authorisation will cover all unreturned and non-repairable exchanged parts at full country list price, as well as any applicable expediting or restocking charges incurred by the Customer
- Accept responsibility for incompatibility or interference in the event that newly installed Field Change Orders (FCO) or Engineering Change Orders (ECO) cause an incompatibility or other interference within the Customer's system
- Provide proof of purchase or import documentation for the part being submitted for exchange, if required
- Maintain an adequately trained and certified workforce for the HP product
- Place service requests through the HP CSN or GCSN unless otherwise directed by HP

With the defective media retention service feature option, it is the Customer's responsibility to:

- Retain physical control of Disk or SSD/Flash Drives at all times during support delivery by HP; HP is not responsible for data contained on Disk or SSD/Flash Drives
- Ensure that any Customer sensitive data on the retained Disk or SSD/Flash Drive is destroyed or remains secure
- Provide HP with identification information for each Disk or SSD/Flash Drive retained hereunder and, upon request from HP, execute a document provided by HP acknowledging the retention of the Disk or SSD/Flash Drive
- Destroy the retained Disk or SSD/Flash Drive and/or ensure that the Disk or SSD/Flash Drive is not put into use again
- Dispose of all retained Disk or SSD/Flash Drives in compliance with applicable environmental laws and regulations

For Disk or SSD/Flash Drives supplied by HP to the Customer as loaner, rental or lease products, the Customer will promptly return the replacement Disk or SSD/Flash Drives at the expiration or termination of support with HP. The Customer will be solely responsible for removing all sensitive data before returning any such loaned, rented, or leased Disk or SSD/Flash Drives to HP and HP shall not be responsible for maintaining the confidentiality or privacy of any sensitive data that remains on such Disk or SSD/Flash Drives.

## Service limitations

Delivery of this service is subject to the following limitations:

- Parts may be new or equivalent to new in performance.
- Parts may be upgraded to include the currently available revision level. Services such as but not limited to the following are excluded from this service:
  - Services that, in the opinion of HP, are required due to improper treatment or use of the product
  - Services required due to unauthorised attempts by non-HP or unauthorised personnel to repair, maintain or modify the product
  - Services required due to causes external to the product under coverage
  - Services on individual hardware products that cannot, in the opinion of HP, be properly repaired due to excessive wear or deterioration; these products may be withdrawn from the parts exchange service within 90 days prior written notice; notice shall not be issued prior to the end of the first year of service
  - Software support services

### **Limitations to the defective media retention service feature option**

The defective media retention service feature option applies only to Disk or eligible SSD/Flash Drives replaced by HP due to malfunction. It does not apply to any exchange of Disk or SSD/Flash Drives that have not failed.

SSD/Flash Drives that are specified by HP as consumable parts and/or that have exceeded the maximum supported lifetime and/or the maximum usage limit as set forth in the manufacturer's operating manual, the product QuickSpecs or the technical data sheet are not eligible for the defective media retention service feature option.

Failure rates on Disk or SSD/Flash Drives are constantly monitored and HP reserves the right to cancel this service with 30 days' notice if HP reasonably believes that the Customer is overusing the defective media retention service feature option (such as when replacement of defective Disk or SSD/Flash Drives materially exceeds the standard failure rates for the system involved).

HP shall have no obligation whatsoever with respect to the contents of or the destruction of any Disk or SSD/Flash Drives retained by the Customer. Notwithstanding anything in HP's current standard sales terms or the technical data sheet to the contrary, in no event will HP or its affiliates, subcontractors or suppliers be liable for any incidental, special or consequential damages or damages for loss of or misuse of data under this defective media retention service.

## Service eligibility

Customers are eligible for the delivery of this service if they meet the following prerequisites:

- The Customer must own or lease the product on which the service is purchased.
- The Customer must enroll or be enrolled in an applicable HP authorised Self-Maintainer Program.
- The Customer must meet specific HP training and certification requirements as specified in the applicable HP authorised Self-Maintainer Program.

## Ordering information

To obtain further information or to order Parts Exchange Service, please contact a local HP sales representative.

**Learn more at**  
[hp.com/go/cpc](http://hp.com/go/cpc)

**Sign up for updates**  
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